

# *Imeeh's Kusina*

## Operational Plan

### **Imeeh's Kusina**

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**Hours of operation 7am-8pm**

## SUMMARY OPERATIONAL PLAN CHART

Subject	Action
Social Distancing	<ul style="list-style-type: none"> <li>● Social distancing floor tape (protection tape) marked with every 6ft of a distance allowing the customer to easily detect where to wait and where to stand before being attended to</li> <li>● Assign separate workstation per staff</li> <li>● Create protective barrier between staff and customer</li> <li>● Limited contact when serving</li> </ul>
Policy for exclusion of employees requiring self-isolation	<ul style="list-style-type: none"> <li>● Employee must sign in and date the designated form following statement: <i>“I declare by signing this sheet/form that I have not been off island in the last 14 days and am not required to isolate”</i></li> </ul>
Illness/Exclusion Policy	<ul style="list-style-type: none"> <li>● All staff must self-monitor for symptoms and report to their supervisor if they have concerns about possible COVID exposure or possible symptoms.</li> <li>● Any staff member developing symptoms of COVID-19 at work must immediately perform hand hygiene, report to the manager, avoid contact with staff and leave as soon as it is safe to do so. Please call 811 to arrange testing.</li> <li>● Symptomatic staff will be required to self-isolate until tested for COVID-19 and the results are confirmed.</li> <li>● If the test results are negative for COVID-19 but the staff member remains ill and/or symptomatic, they should remain on sick leave.</li> </ul>
Enhanced Cleaning and Disinfection of Shared Areas and Surfaces	<ul style="list-style-type: none"> <li>● Clean and disinfect frequently exposed or touched surfaces such as handles, door knobs, furniture, books, and pens etc.</li> <li>● Use only EPA disinfectant approved products</li> <li>● Follow disinfection routine on proper cleaning timing</li> <li>● Wash, rinse, and sanitize food surfaces and separate/stow away items to proper storage</li> <li>● Clean before, during, and after hours of operation. Deep cleaning will be done while the establishment is closed.</li> </ul>
Hand Washing /Sanitizer Stations	<ul style="list-style-type: none"> <li>● Staff- Kitchen, bathroom</li> <li>● Staff and Public- Restroom</li> </ul>

	<ul style="list-style-type: none"> <li>● Hand sanitizer- Entrance, Tables, Restroom, Payment station</li> </ul>
Capacity Limits	<ul style="list-style-type: none"> <li>● 25% of 30 occupancy</li> <li>● About 5 people</li> </ul>
Gatherings	<ul style="list-style-type: none"> <li>● They will be separated by the party they have planned to enter with</li> <li>● Limit the crowd to no more than 6 people per table</li> <li>● Seating arrangements were only rearranged to accommodate no more than 6 people</li> <li>● ONLY APPLIES WHEN LOCKDOWN IS LIFTED</li> </ul>

**1. Mission Statement**

Imeeh’s Kusina holds cleanliness and workplace safety to the highest standard. We abide and adapt to new guidance, regulations, and policies to ensure that proper protocols are executed as directed. We as a local food and beverage business only want to perform outstanding customer service and attentiveness to our work, environment, and the people around us at all times. Imeeh’s Kusina does its best to practice safety of its staff and its consumers, we do that by making sure that the work environment is highly sanitized and maintained to public health standards, guidance, and regulations.

**2. Value proposition**

Our food and beverage establishment opts for a unique and warm experience. Our menu is inspired by authentic Filipino influenced cuisine. We believe that by reopening our business, it will enable more people from the Tamuning district to visit our establishment to Filipino cuisine without having to travel further to the outer region. We want to make the business convenient for neighboring consumers who crave Filipino food by reopening and helping limit travel. We know how important it is to minimize the spread of COVID-19 so we know that our establishment will remain hypersensitive to its surroundings and the products and services that we provide. Our customers know that by supporting our establishment, they will receive the same amount of care and will only receive more than their money’s worth with the hospitality, satiating food, and outstanding services we provide.

**3. Goals and Program Objectives**

With the ongoing COVID-19 pandemic, we know how important it is to incessantly keep up to date with the latest news and standards implemented for our business in order to properly operate and serve our customers. We do this by continuously keeping their satisfaction and safety in mind at all times. Imeeh’s Kusina knows the importance of social distancing and will continue to cooperate with safe practices in order to help reduce worker and consumer risk to exposure to COVID-19.

**Goal 1:** We as a business want to create a sense of community despite the distance while safely and properly practicing social distancing.

**Objective:** Continue to serve them with warmth and hospitality while setting boundaries to practice social distancing

**Goal 2:** We want our business to remind the people that there is hope for development of flat lining COVID-19 results while keeping businesses open.

**Objective:** Continue to educate our workers and customers about COVID-19 to reduce risk and exposure, education is an important step to progress and make a change.

**Goal 3:** Contribute to positive social change and behavior in inspiring others to develop proper hygiene and cleanliness to avoid possibly contaminating others, thus creating a cleaner and brighter future.

**Objective:** Remind consumers of how small acts of proper cleanliness and hygiene can create a clean and safe environment.

#### **4. Operational Strategies**

Conducting a strong operational plan is vital in times where exposure to COVID-19 is not impossible. Imeeh's Kusina continues to stay up to date with guidance from federal, state, and local trends. While conducting the plan of operations we adhere to the OSHA and CDC guidelines in order to perform our business to its standard. The following will be a step-by-step guideline as to how we will be running our day-to-day operations. At the door, there will be signs from the OSHA and the CDC website providing information about COVID-19, social distancing information, and a "no mask no entry" policy. Customers are not allowed inside until they have gone through the PPE scan and sanitized their hands by the employee who is working at the door. During this time of lockdown, our business only operates with curbside pick-up procedure and customers will not be allowed to enter at this time. We will continue this safety process to ensure that we are monitoring our work environment and working with caution. An employee will always be at the door to ensure that no one gets into the establishment until they pass the personal protective equipment standard, which includes wearing masks and sanitizing hands. At every post, there will be reminders of the importance of social distancing and other signs to remind the customers to wash their hands before they eat. In the kitchen, there will only be two chef responsible for cooking the meals. The kitchen is highly sanitized and properly organized to maintain safe and healthy products. The cook for the day will have a sign in the kitchen reminding them how essential it is to be abreast to the cleanliness of their surroundings, servings, and preparation. At our establishment, we remind our highly-trained cooks the 5 keys to safer food provided by the World Health Organization manual which include:

1. Keep clean
2. Separate raw and cooked
3. Cook thoroughly

4. Keep food at safe temperatures
5. Use safe water and raw materials

The cook of the day knows how crucial the act of cleanliness is integrated within Imeeh's Kusina's establishment. The manager will go around monitoring if the staff is wearing proper equipment at all times and following proper food handling. Imeeh's Kusina's staff will also monitor the usage of the establishment's restrooms and upkeep the proper sanitation of our restroom's cleanliness checklist. Our menu is available online to avoid unnecessary contact. After a customer or staff has finished utilizing our establishment's services, we will clean up the table as soon as we can, if any event the table is not able to be cleaned out there will be a sign on the table alerting the Imeeh's Kusina staff and customers that the table is not ready for use and needs to be cleaned with soap and water and sanitized with EPA-approved disinfectant, along with the benches and chairs. The section used will be thoroughly clean for the next customer's use.

1. First, clean the surface or object with soap and water
2. Then, disinfect using an EPA-approved disinfectant
3. If an EPA-approved disinfectant is unavailable alternative

Upon closing the establishment, Imeeh's Kusina will execute their daily clean-up and will deep clean the whole establishment before leaving. When the next day approaches, the owners of Imeeh's Kusina always conduct another deep cleaning in the morning to ensure that Imeeh's Kusina has been properly cleaned before it opens. Imeeh's Kusina ensures that cleanliness sanitation and organization of its establishment is top priority. Imeeh's Kusina is known to clean before opening, during hours of operation, and before closing up the establishment. This process will be repeated day after day as it is already routine.

## **5. Risk assessment and mitigation strategy**

Imeeh's Kusina has prepared simple risk assessment guidelines for our food and beverage establishment. It is important to share risk assessments with affiliated stakeholders to be prepared for worst case scenarios. Creating this assessment will enable Imeeh's Kusina employees and persons within the establishment to act on certain situations properly in order to prevent or handle risks. During this COVID-19 pandemic Imeeh's Kusina's priority is to keep up to date with OSHA and CDC guidelines. As provided by [osha.gov](https://www.osha.gov) Imeeh's Kusina has printed out their standards on safety and health topics. The following will be a checklist of our responsibilities and compliance with the following.

## **Prevention:**

### **Stay at home when appropriate**

- Implement policies to encourage employees and customer to **stay home** when appropriate
- Employees are encouraged to stay home when they are sick or showing COVID-19 symptoms
- Employees who could have possibly been in close contact with an infected person is encouraged to stay home and monitor their health and communicate with Imeeh's Kusina employer and health professionals about their current state
- Employees are only able to return to work if they have passed CDC and a healthcare's provider of returning to work.

### **Proper Hygiene**

- Employees in our establishment must frequently wash their hands before, during, and after prepping or serving food and most especially after they have cleaned up and sanitized a utilized section used by the customer.
- Wash hands for at least 20 seconds to ensure proper cleansing of the hands and arms
- Must cover cough and sneeze and must dispose of used napkin immediately and go back to washing their hands to rid of germs or may use hand sanitizer
- Stock up on soap, hand sanitizer and disinfectants, tissues, disinfectant wipes, face masks, foot pedal trash cans

### **Face mask protection**

- It is essential to wear protective gear such as masks or respiratory protection. Posters of proper usage of masks will be posted in easily spotted posts around the establishment.
- Cloth face coverings are also acceptable

## **Maintenance of Healthy Environment and Operations**

### **Cleaning and disinfection**

- Clean and disinfect frequently exposed or touched surfaces such as handles, door knobs, furniture, books, and pens etc.
- Use only EPA disinfectant approved products
- Follow disinfection routine on proper cleaning timing
- Wash, rinse, and sanitize food surfaces and separate/stow away items to proper storage
- Clean before, during, and after hours of operation. Deep cleaning will be done while the establishment is closed.
- Follow proper food handling to avoid cross contamination
- Use gloves when needed and washing hands after use
- Discourage sharing of items and completely disinfect after each person's use
- Limit sharing of foods, tools, and condiments
- Use disposable condiments to avoid reusing items for the next person
- Sanitize menus and karaoke books
- Use touchless payment methods and sanitize hands after payment

## **Ventilation**

- Proper distance and spacing between people, tables and chairs would be implemented to increase air circulation

## **Barriers**

- Install sneeze guards and have employees wear sneeze guards as well
- The bar will also be blocked off to limit capacity to ensure safety and social distancing
- Clean and disinfect guards and barriers
- Put guides on the floor by putting protection tape to help individuals stay 6ft away

## **Employee Safety**

- Employee must sign in and date the designated form following statement: *“I declare by signing this sheet/form that I have not been off island in the last 14 days and am not required to isolate”*
- Ensure that employees receive proper training and reminders to operate around the workplace safely
- Educate employees by conducting meetings, sending reminders, emails, text messages about COVID-19 and teach them about proper precautions and actions
- Keep them aware of the updated rules and regulations for the business
- Encourage sick employees to stay home and self-isolate and check in with healthcare provider when needed
- Limit and distance the number of employees to avoid overcrowding
- Always encourage employees to wear gloves when needed and to wash their hands

## **Designated COVID-19 point of contact**

- One Imeeh’s Kusina staff will be at the door to conduct PPE scanning
- The staff will also be responsible for reporting and responding to COVID-19 concerns
- Implement systems for self and employee checks, and have staff report to point of contact if they have symptoms of COVID-19 and notify health officials
- Staff will log and report to employer relating to risks, injuries, and illnesses on the OSHA 300 log
- Follow CDC’s criteria appropriate to the care situation

## **Post Reminders**

- Post signs highly visible to employee and customers encouraging them to practice proper hygiene, take protective measures, how to wash your hands, social distancing, proper usage of face masks, and information regarding COVID-19
- Post cleaning checklist at each station to remind workers of proper sanitation techniques

### **6. Human Capacity Requirements**

The business occupancy holds 30 people maximum. As public health procedure Imeeh’s Kusina, will only allow less than 25% maximum rate and will not allow people to enter during lockdown or curbside pick-up times.

**Please note : Every space, item, material(s) that have been used/and in contact must be cleaned and sanitized every time after every single use.**

**Deep Sanitization Schedule**

<b>6:00am-7:00am</b>	<b>Prepare, Deep Clean, Sanitize</b>
<b>10:00am-11:00am</b>	<b>Deep Clean, Sanitize</b>
<b>2:00pm-3:00pm</b>	<b>Deep Clean, Sanitize</b>
<b>6:00pm-7:00pm</b>	<b>Deep Clean, Sanitize</b>
<b>8:00pm</b>	<b>Closed for deep cleaning and sanitization</b>